



JOB  
**DESCRIPTION**

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JOB COACH  
(PICTURE FRAMING)  
SS24/17



# FOREWORD FROM DIRECTOR OF SOCIAL ENTERPRISE AND OPERATIONS

Dear Applicant,

Thank you for expressing your interest in the role of Job Coach (Picture Framing).

It is an exciting time for Stepping Stones NI as we continue to build on our success to date within our services.

We have an exciting opportunity to join our Picture Framing Service where you play an integral role in supporting our participants develop their skills in a busy workplace.

If you are someone with a passion for arts and crafts who wants to make a real difference to our participants' lives and experience, then this the role for you !

Don't worry if you do not have any Picture Framing experience, we will support you to gain the skills you need.

Stepping Stones NI offers a diverse working environment with an opportunity to positively and directly impact upon people with learning disabilities/difficulties and barriers to employment.

If you share a commitment to our values and believe in the work we do, we want to hear from you.

Please find enclosed relevant information relating to our organisation and the role including the selection process.

Yours sincerely,

Emmett Mullally  
Director of Social Enterprise and Operations





# BACKGROUND TO STEPPING STONES NI

Stepping Stones NI is a multi award winning charitable organisation supporting people with learning disabilities and and barriers to learning and employment to gain new skills, qualifications and employment.

Our organisation comprises of four core services: employment, training, youth and social enterprise.

We operate six social enterprises which include three cafes, a wedding stationery business, a picture framing business and a horticultural wellbeing hub. Each social business serves as a realistic training platform for our trainees with 100% of our customer's money reinvested to support our work.

Over the last 26 years we have supported people who face all kinds of barriers to employment and learning including Autism, ADHD, Dyslexia and mental health barriers.

We believe that with the right support people who experience barriers to learning and employment can get a job that they enjoy and stay in that job.

## **Our Values:**

**Respect:** We respect everyone's right to a life more fulfilled and respect each other in the process

**Inspire:** We inspire employers and the wider community to see disability differently

**Empowering:** We empower each other to make a positive impact on the world and in the organisation, we work

Our Values drive our behaviours and govern our actions. They are at the heart of our Culture and define who we are, and how we present ourselves every day.

## **Our Behaviours:**

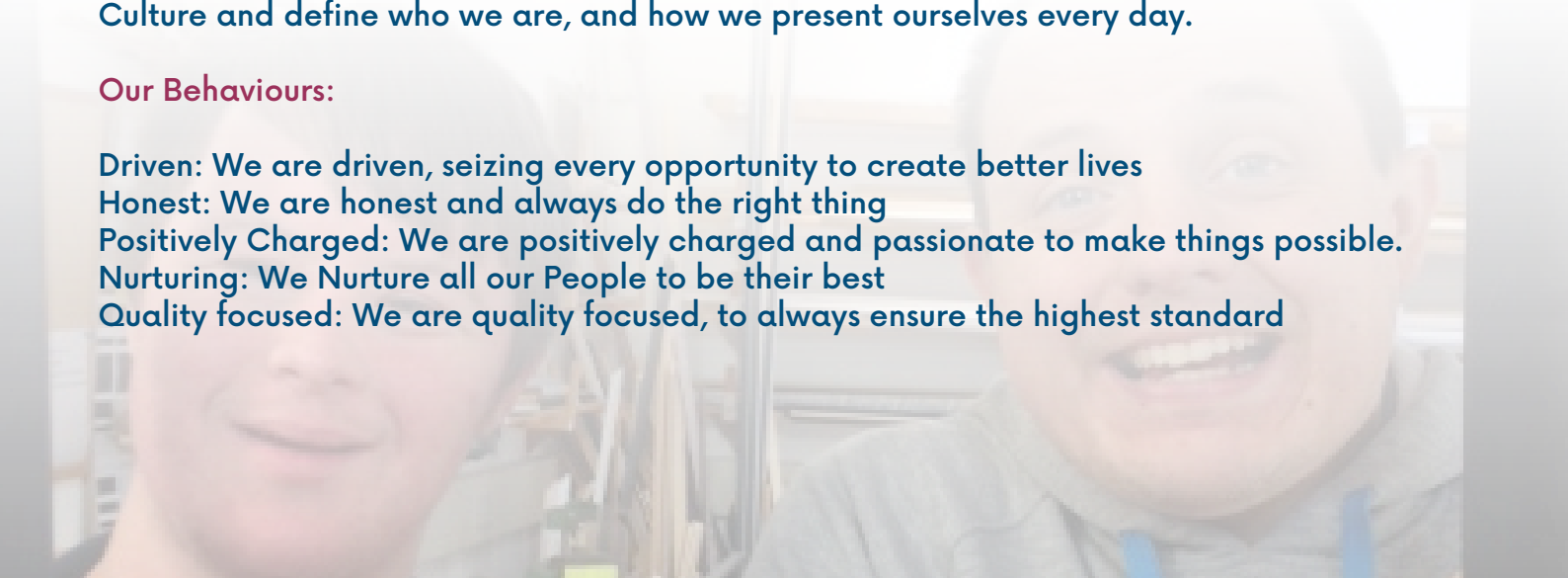
**Driven:** We are driven, seizing every opportunity to create better lives

**Honest:** We are honest and always do the right thing

**Positively Charged:** We are positively charged and passionate to make things possible.

**Nurturing:** We Nurture all our People to be their best

**Quality focused:** We are quality focused, to always ensure the highest standard





# JOB DESCRIPTION

**Job Title:** Job Coach (Picture Framing)

**Reporting to:** Head of Department

**Responsible for:** Have a key role in fulfilling customer picture framing orders by working directly on framing pictures, and support the implementation of a comprehensive training programme for our participants

**Location:** Picture Framing, Stepping Stones NI, 39 Seymour Street, Lisburn

**Salary:** £24,338 (pro rata)

**Pension:** 7% contribution

**Holiday entitlement:** 25 Days plus 11 Statutory Days (pro rata)

**Hours of work:** 29.5 hours per week. Tuesday to Thursday 9am-4.30pm, Friday 9am-4pm

**Other Benefits:**

Private Healthcare and access to health and wellbeing platforms

Holiday Purchase "Buy Back Scheme"

25% Discount in our Social Enterprises

Volunteer Scheme - Up to 2 days annual leave to volunteer with other charities/community groups

Employee Assistance Scheme

Half Day Christmas Shopping

Death in Service Benefit

Two additional days leave for getting married

Take 2 mental health hours

Birthday Day Off

# KEY PURPOSE OF THE POST

To identify the training needs of trainees and support the development of training to support those needs as well as contributing to the successful operation of the Picture Framing Service.

The Job Coach (Picture Framing) will work closely with customers to understand their needs, offering guidance on framing options while maintaining high levels of craftsmanship.

# MAIN RESPONSIBILITIES

- Identify training needs of trainees and support the development of training to meet those needs.
- Support trainees in carrying out Picture Framing tasks.
- Adhere to all safeguarding policies and procedures.
- To liaise with staff, employers, social workers, parents and carers to ensure effective training within Stepping Stones NI and where appropriate to the world of work.
- Participate fully in annual reviews for clients.
- Assist clients in selecting frames, mounts and glass that best suit their needs.
- Measure and cut frames, mounts and backing materials to fit items such as artwork or photographs precisely. Ensure accurate dimensions and quality cuts.
- Have a key role in fulfilling customer orders by working directly on framing pictures.
- To supervise the use and maintenance of equipment and report any faults .
- Maintain a clean and organised workspace, ensuring tools and equipment are well maintained and stored properly.
- Inspect finished products for quality and ensure all frames are securely assembled with no defects. Conduct final checks to ensure customer expectations are met.



# MAIN RESPONSIBILITIES

## Administration

- To ensure the accurate maintenance of appropriate records, statistics, budgeting, participant files and documentation in line with organisation, funder and data protection guidelines and SROI reporting, evaluation, ISO and continuous improvement in ETI.
- Ensure health and safety of participants and report any incident, or safeguarding incident, using the appropriate processes.
- Keep necessary and accurate online records of activities and interactions with the trainees.
- To report monthly formally to the Head of Department on individual targets using a balanced score card.
- Regularly report on participant progress and systemically maintain and organise online records including:

Individual Profile

Reviews and Evaluation

Communication logs

Risk Assessment

Health & Safety Checklist of premises

- Ensure regular updates and good news stories for website and social media.

# MAIN RESPONSIBILITIES

## Health and Safety

- Ensure that all duties are carried out to comply with:
  - The Health and Safety at Work (N.I.) Order 1978;
  - Acts of Parliament, Statutory Instruments and Regulations and other legal requirements;
  - Agreed Codes of Practice; including the COSHH Regulations and Safe Working Practices manuals;
  - Any other statutory regulations which may apply.
- Ensure that all equipment is maintained in an appropriate and safe manner, with any defects being reported immediately.
- Co-operate with staff and Management to maintain our Health and Safety policy i.e. reporting and recording accidents using accident books, relevant paperwork.
- Undertake Health and Safety and Environmental training as identified by Stepping Stones NI.



# MAIN RESPONSIBILITIES

## General

- Staff must ensure that customer focus is maintained at all times in order to achieve customer satisfaction.
- To comply with organisational code of practice and attend all mandatory training to ensure compliance.
- All staff are to contribute to the continual improvement of the Quality management system – ISO, Investors in People and ETI by adhering to the documented procedures and processes, and identifying improvements.
- Comply fully with Stepping Stones NI Safeguarding Procedures.
- Proactively identify risks in relation to participant safety and carry out general and individual risk assessments as appropriate, ensuring that risk management procedures are adhered to.
- Ensure accurate record keeping in line with organisational data protection and confidentiality policy.

# MAIN RESPONSIBILITIES

## General

- To attend any meetings as and when required, for example service meetings and monthly balanced scorecard meetings with the Head of Department.
- Ensure compliance in all activities in accordance with the Company's Equal Opportunities Policy.
- Conduct all activities with confidentiality and in accordance with the requirements of Data Protection Legislation and the Company's Policies and Procedures.
- To communicate effectively with parents, carer's social workers, customers and all stakeholders of Stepping Stones in a professional manner understanding Stepping Stones NI values.

This list is not exhaustive and the role may change to meet the nature of the business and services.

# PERSON SPECIFICATION

## Essential Experience

- GCSE English and Maths or equivalent (Level 2 Essential Skills)
- Display an understanding and knowledge of how to support people with learning disabilities in a work setting
- 1 years' experience working within a retail environment or customer service industry
- Ability to deliver high quality customer service
- Attention to detail with the ability to work with precision and care
- Display evidence of the values and attitudes required to work with adults with a learning disability/difficulty
- Computer and IT literacy including; Word, Excel, PowerPoint, and e mail
- Ability to work as part of a team and be flexible.
- Confident and be able to use all social media e.g. Facebook, Instagram, LinkedIn
- Self-motivated and a self- starter with the ability to use own initiative

## Desirable Experience

- Third Level Qualification in Art/Design
- Experience of working with people with learning disabilities
- 1 years experience working in an arts/crafts environment

# SELECTION PROCESS

Application is by submission of a CV.

Applications will be shortlisted against the criteria detailed in the job description and will have to do a presentation.

Short-listed candidates will be invited to attend a first stage interview to assess the candidates suitability for the role.

If we receive a high number of applications, we reserve the right to increase the number of competencies that the candidates will have to demonstrate.

Where the quality of applications is particularly high applicants may be invited to a second stage interview.

Stepping Stones NI is an equal opportunities employer.

Closing date: Tuesday 3rd December 2024 at 4pm.

